



# Duaa Naser

## Finance & Accounting

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### OBJECTIVE

Motivated and results-driven finance and accounting graduate seeking a challenging position in a large organization as a finance, banking, insurance, accounting, or auditing professional. Offering a strong foundation in bank customer service, digital promotion, marketing, insurance, and dispute analysis, with a proven ability to drive efficiency, deliver successful outcomes, and collaborate within cross-functional teams.

### EDUCATION HISTORY

#### University of Bahrain

From 2019 to 2023

B.Sc. in Banking and Finance - Accounting

GPA over 4 : 3.34

### LANGUAGES

- English
- Arabic

### SKILLS

#### Soft Skills

- Work under pressure
- Teamwork Skills
- Communication Skills
- Multi-Tasking Skills
- Time Management
- Negotiation
- Client Focus

#### Computer Skills

- Data Analysis
- Microsoft office Skills
- Internet and Web Browsing
- Email and Communication

### WORK EXPERIENCE

#### National Bank of Bahrain

Position Held: Digital Banking Ambassador.

**From 9 Feb 2025 to Present**

##### Responsibilities:

- Guided customers through the registration process for the NBB digital app while promoting its products and features via outbound calls.
- Assisted onboarding retail customers in the account opening process for retail individual savings accounts and Yalla accounts for children, addressing all pending and rejected cases, and communicated reasons for rejections and the status of applications.
- Contacted retail customers who applied for specific NBB products through the online website, providing assistance with their inquiries.
- Helped customers resolve issues with the digital app by coordinating with the IT department, following up until issues were resolved, and confirming resolution with customers.
- Engaged with VIP customers to address their inquiries and assist with any digital app issues.
- Reached out to Politically Exposed Persons (PEP) regarding account opening requirements.
- Collaborated with various bank departments to provide comprehensive assistance to customers.

#### Al Salam Bank

Position Held: Customer Experience Assistant - trainee.

**From 27 Oct 2024 to 27 Jan 2025**

**(Migration between Al Salam Bank and KFH)**

##### Retail

- Open savings/danat accounts for retail individuals.
- Update mobile numbers/emails through account maintenance.
- Update KYC (Customer Information Update).
- Print IBAN certificates, balance certificates, and statements of account.
- Check normal balance and transactions on hold.
- Check account activation status.
- Inquire about debit, prepaid, and credit card status (active/inactive card).
- Check finance maturity date, rate, and remaining balance from financing.

9. Make service requests for ATM maintenance (replace/lost card), close accounts, update accounts, update signatures, confirm receipt, request checkbooks, and address digital banking issues (application registration failure).

10. Send emails for captured cards.

11. Answer all customer questions regarding retail banking services.

### **Corporate**

1. Open accounts for single establishments through the Self-Service Kiosk.

2. Print IBAN certificates and statements of account through the Alsalam system.

3. Make service requests for CR information updates.

4. Answer all customer questions regarding corporate banking services.

### **Digital Services**

1. Guide customers to register in the Alsalam Application while promoting digital services.

2. Assist customers at the Self-Service Kiosk (opening accounts, official letters, card replacements, requesting prepaid cards, Al Salam Takaful, and updating customer information).

3. Assist customers in Alsalam ATMs.

### **Bahrain National Insurance**

Position Held: Claims Department Internship.

**From 25 Aug 2024 - 10 Oct 2024**

#### **Motor Claims Recovery and Payment Handling**

1-Prepare third-party claims for recovery payment amounts that must be paid by other insurance companies.

2-Paid the credit note for all claims recovery payments from other insurance companies that are awaiting payment from us.

3-Make sure to prepare claims called dispatch by printing them. Verify that all documents are completed, audited, and attached in the correct manner.

4-Prepare an IR letter (Individual Recovery) to claim individuals that insurance did not cover.

### **Bank of Bahrain and Kuwait**

Position Held: Digital Promoter in Customer Service.

**From Sep 2023 to Feb 2024 (6 months)**

#### **Digital Services**

1-Opening account for retail individual through BBKPLUS.

2-Opening account for corporate business through BBK Business.

3-Promoting BBK mobile, BBK bankey and online banking services.

4-Helping customer in digital machines.

5-Helping customer in update CPR by ATM.

6-Answering all customer inquiries.

7-Helping in solving any online issues.

### **Traditional Services (BBK):**

1-Check account activation.

2-Check debit card issue.

3-Check transaction on hold.

4-Check normal transaction.

5-Check loan maturity date.

6-Calculate loan payoff.

7-Request special rate for fixed deposit account.

8-Helping customer in apply for BBK and CrediMax credit cards.

### **CrediMax B.S.C**

Position Held: Training in Dispute department.

**From March 2023 to May 2023 (2 months)**

1-Resolve disputes and waivers.

2-Communication with customers.

3-Entering data in excel.

4-Working on the Power Card Program and CIM Invita Website.

5-Make transfers.

## **CERTIFICATIONS**

### **Udemy**

**16 Nov 2023**

- Certification of Completion: Time Management Mastery: Do More, Stress Less.

**15 Nov 2023**

- Certification of Completion: Presentation Skills - Master Confident Presentations.
- Certification of Completion: Business Etiquette and Professionalism.

### **Thomson Reuters**

**9 Nov 2023**

- Certification of Completion: Information Security and Cyber Risk Awareness (Global) 2023.

### **BIBF**

**17 Sep 2023 to 5 Oct 2023**

- Certification of Completion: BBK Grow Training Program.